

<p>TO:</p> <p>Produce Iowa ATTN: Liz Gilman Executive Producer State Historical Building 600 East Locust Street Des Moines, IA 50319</p>	<p>FOR:</p> <p>Produce Iowa</p> <p>Reel-Scout™ Annual Hosting, Maintenance, and Client / Technical Support</p>
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DESCRIPTION OF WORK	AMOUNT
<p>Reel-Scout™ System: July 1, 2018 – June 30, 2019</p> <p>Customer and Technical Support</p> <ul style="list-style-type: none"> Guaranteed response time (2 business days) Unlimited cases and open troubleshooting logs RS Customer Support Channels: on-line, email (support@reel-scout.com), toll-free (866.355.REEL) <p>Annual Maintenance and Upgrades</p> <ul style="list-style-type: none"> RS Maintenance upgrades (scheduled and notified) RS Service patches (scheduled and notified) Current Version point releases Future Version releases Unlimited administration tasks for the Reel-Scout™ system 	
<p>Hardware, Network, & Data Center</p> <ul style="list-style-type: none"> Web / Application Server: Quad-Core Intel Xeon CPU; 16 GB RAM; 2 x 73 GB 15,000 RPM SAS Drives (RAID10 - OS); 2 x 73 GB 15,000 RPM SAS Drives (RAID5 - Data); Hardware RAID w/ Battery Backed Cache; gigE Network Connection; Bandwidth 250 GB; Windows Server 2012 R2 64-bit Edition; Web Server IIS Tools; .NET Framework 3.5.1; SmarterStats Professional Edition 6.x; AVS Image Converter 1.2; Antivirus Protection; Firewall Protection; Hot Plug Redundant Supply Kit Database Server: Quad-Core Intel Xeon CPU; 4 GB RAM; 60 GB disk drive; Windows Server 2008 R2 Datacenter 64-bit Edition; Microsoft SQL Server 2012 Web 64-bit Edition Content Backups: Roll-back execution if necessary. Backups of all data and images are conducted in full weekly and on a daily basis for changes. SQL Server Reporting Services: includes applying of upgrades and patches as issued by Microsoft for SQL Server 24-Hour Server Monitoring and Management: includes applying of upgrades and patches as issued by Microsoft for Windows Server 2012 as well as other third-party software Standard OS and Server Administration: e.g., Active Directory (Including: DNS, DHCP, Terminal Services, user account move/adds/changes, etc.); Mail Routing and Administration; MS OS (user account move/adds/changes, etc.); Microsoft IIS Web Server (website move/adds/changes, etc.) 	
TOTAL	\$11,700.00

Payment is due net 30 days. Make all checks payable to **Reel-Scout** (Federal Tax ID #56-2233409).

Past due accounts are subject to an interruption of services and a \$100.00 reconnection fee. 1.5% interest per month is charged on balances after due date.